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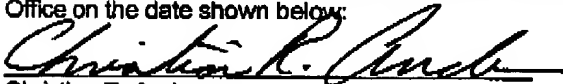
FORMAL SUBMISSION OF:

- 1) Reply to Office Action.

Title: GRAPHICAL USER INTERFACE AND METHOD FOR CUSTOMER CENTRIC
Serial No. 09/539,972
Filing Date: March 31, 2000
First Named Inventor: Boris S. ELMAN
Atty. No. 99-837

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Christian R. Andersen

Date of Transmission: August 6, 2004

PATENT
Customer No. 32,127
Attorney Docket No. 99-837

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Boris S. ELMAN et al.

Application No.: 09/539,972

Filed: March 31, 2000

For: GRAPHICAL USER INTERFACE
AND METHOD FOR CUSTOMER
CENTRIC NETWORK
MANAGEMENT

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)
) Group Art Unit: 2143

) Examiner: J. Avellino

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Commissioner for Patents
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Sir:

REPLY TO OFFICE ACTION

In reply to the Office Action mailed May 7, 2004, Applicant respectfully requests prompt reconsideration and allowance of this application in view of the following remarks.

The listing of claims begins on page 2 of this paper.

Remarks begin on page 8 of this paper.